



CENTRAL COUNTY FIRE DEPARTMENT ADMINISTRATIVE ASSISTANT

Summary of Benefits: Fire Operational Support Services
FLSA: Non-Exempt

Revised and adopted date: 4/8/2026
Effective date: 7/13/2026

DEFINITION

To perform a wide variety of complex and difficult administrative support duties; to receive and respond to questions and inquiries from the public, department staff and outside agencies; to assist with a variety of special projects; and to provide other support duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification. Employees within this class are distinguished by the performance of the full range of duties as assigned including duties requiring the knowledge of applicable Department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The Administrative Assistant is distinguished from the Office Assistant by the difficulty and complexity of duties assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff.

ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

All Assignments:

- Type and proofread a wide variety of reports, letters, memos and statistical charts, typing from rough draft.
- Independently compose correspondence related to responsibilities assigned.
- Apply applicable policies and procedures in determining completeness of applications, records and reports; provide information and forms to the public; collect and process appropriate information.
- Work with other divisions to ensure the timely processing of items.
- Assist in developing and implementing procedures and policies related to functions assigned.
- Research, compile, and assemble data for special projects and a variety of statistical, financial, operational and narrative reports.
- Sort and file documents and records, maintaining alphabetical, index and cross-reference files.
- Prepare and distribute notices, action reports, letters and other correspondence as required.
- Act as receptionist; answer the telephone and wait on the general public, giving information on department policies and procedures as required.

- Maintain personnel records for assigned division; process a variety of forms to initiate changes in records.
- Maintain inventory records; process purchase requisitions; maintain purchase records; resolve errors in orders received and invoices.
- Order office supplies; submit expense claims.
- Receive, sort and distribute incoming and outgoing correspondence.
- Represent the Department with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other Department employees and the public using principles of good customer service.
- Perform related duties as assigned.

When assigned to the Training Division:

- Schedule and coordinate training for staff, including the creation of training descriptions and flyers, tracking certification requirements and expirations, inputting trainings into the electronic systems, notifying personnel of trainings, and working with the vendor or instructor in all aspects of logistics for deploying the training.
- Maintain training records for Central County Fire Department and member agencies.
- Serve as administrator for training database.
- Administer, update and ensure the quality of calendars; coordinate scheduling of trainings and engine companies; ensure that meeting and training facilities are prepared and broken down.
- Reconcile purchasing expenditures for Training Division; research purchases and make recommendations; ensure proper processing of accounts receivables and accounts payables invoices; follow up with vendors as required.

QUALIFICATIONS

Knowledge of:

- Principles and procedures of record keeping.
- General statistical procedures.
- Customer service principles and problem resolution techniques.
- Modern office practices and procedures, computer equipment and software applications.
- Business letter writing and report preparation.
- Safe work practices.

Ability to:

- Perform responsible and difficult administrative work involving the use of independent judgment.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach

equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

- Type at a speed necessary for successful job performance.
- Learn department policies, procedures, organization and operating details.
- Understand the organization and operation of municipal government and of outside agencies as necessary to assume assigned responsibilities.
- Independently prepare correspondence and memorandums.
- Maintain confidentiality.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Department goals, objectives and activities.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Three years of increasingly responsible clerical experience.

ENVIRONMENTAL ELEMENTS:

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Travel is rare.